

## FREQUENTLY ASKED QUESTIONS

**1. How long is the application process?** The application review for pre-qualification may take up to five (5) business days.

**2. What documents do I need to submit?** Upon pre-qualification eligibility required documents to submit are your **2021** tax documents, employer furlough letter, employer separation notice, verification of employment, photo identification, rental agreement, copies of utility bills (if applicable), and various release forms. Other documents may be requested, as necessary.

**3. What documents does my landlord need to provide?** Landlords are required to submit copies of a valid business license, W-9, complete the Vendor application to establish Electronic Funds Transfer account, and ERA Landlord Verification form. Other documents may be requested, as necessary.

**4. Can you pay my rent in advance if I qualify?** No, the program does not allow for advance rental payments. All payments are made for current month and arrears only and does not reimburse for borrowed monies used to pay rent.

**5. Can I get assistance if I moved out already or if I moved during the application process to a different location?** Assistance may be obtained if a tenant has moved out of the location listed in their application. However, an extensive inquiry will be conducted to determine if payment to the landlord of the vacated location is feasible.

**6. Can you pay my utilities in advance if I qualify?** Yes, Continuance-qualified tenants can request for Utility Rapid Payment and utilities can be paid up to 3 months ahead based on usage average.

**7. I was determined ineligible previously, can I reapply?** Yes, you are encouraged to re-apply particularly if your financial status has changed or your housing becomes unstable.

**8. Why does the landlord have to provide an EFT when he wants a paper check?** The Department of Administration's Vendor and Electronic Funds Transfer form serves two purposes 1) to establish a landlord as a valid government of vendor to receive payment, and 2) to establish EFT information for EFT programs. If a paper check is

## FAQS (CONTINUED)

preferred, landlords simply fill out the section of the form that indicates their preference.

**9. My utilities were disconnected, can you help?** Yes, if you meet all the criteria. We can assist with the rent, rent arrears, utilities, and utilities arrears at your current location. Landlords who agree to participate in the ERA Program also agree not to evict for up to 90 days.

If your utility account(s) is under someone else's name, the account holder will need to sign the utility release form. Or, if you are an authorized person on the account, you may sign and indicate by checking the appropriate box.

**10. I was approved for assistance, why didn't you cover my past due rent before March 2020?** The ERA program can only make payments towards any rent or utility arrears beginning March 13, 2020, and forward. Any rent or utilities in arrears prior to March 13, 2020, will not be considered by the ERA program.

Have any questions  
regarding the ERA program?

### CONTACT

**Monday - Friday | 8AM-4PM**

**EMAIL:** [era@doa.guam.gov](mailto:era@doa.guam.gov)

**PHONE:** (671) 638-4518/4519

Guam's Emergency Rental Assistance Program was awarded to the Government of Guam by the U.S. Department of Treasury.



# GUAM EMERGENCY RENTAL ASSISTANCE PROGRAM



## HAVE YOU BEEN FINANCIALLY IMPACTED BY THE COVID-19 PANDEMIC? DO YOU NEED HELP WITH RENT AND UTILITIES?

Through the Department of Administration, the Guam Emergency Rental Assistance (ERA) program provides funding to assist rental households impacted by COVID-19 who are unable to pay rent and utilities dating back to March 13, 2020, to current. Eligible rental households may receive up to 12 months of assistance to include rent, rental arrears, utilities, and utility arrears, internet service and moving expenses. Financial assistances are paid directly to landlords and utility agencies.

### ELIGIBILITY

**The Tenant household MUST meet the eligibility criteria:**

- Qualified for Unemployment Benefits OR experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to COVID 19; **and**
- Demonstrates a risk of experiencing homelessness or housing instability; **and**
- Has a household income at or below 80% of the area median income.



### HOUSEHOLD SIZE & INCOME

1	\$38,200
2	\$43,650
3	\$49,100
4	\$54,550
5	\$58,950
6	\$63,300
7	\$67,650
8	\$72,050

### WHERE TO APPLY

Visit **[doa.guam.gov](https://doa.guam.gov)** to complete an online Tenant pre-application form or to download a PDF form. Application forms are also available at the ERA office.

Completed applications can be submitted online, via email (PDF format ONLY) at **[era@doa.guam.gov](mailto:era@doa.guam.gov)**, or in person to the ERA office - ITC building 2nd floor Suite 219 from the hours of **8AM - 5PM Monday thru Friday**.

### APPLICATION STATUS:

Tenant pre-applications received during **Cycle 3** are currently being notified of their eligibility.

If you have not been notified, please contact the ERA office at **671-638-4518/4519**.

Ineligible applicants have 20 days from the notice date to appeal their case.

Tenant pre-applications acceptance is on-going.

